

INCOME MAINTENANCE TECHNICIAN

General Definition of Work:

Performs intermediate skilled administrative support work performing a variety of tasks involving gathering information and direct client contact that support the income maintenance programs provided to applicants or recipients requesting financial, medical, or food assistance through the Department of Social Services. Work is circumscribed by a variety of federal, state and county court decisions, laws, policies, regulations and procedures. Work is reviewed through case review, observation, and periodic conferences. Work is performed under regular supervision.

Essential Functions/Typical Tasks:

Gathering and verifying eligibility information for the purpose of determining applicant/client eligibility for Food and Nutrition, Medicaid, and Work First Family Assistance (WFFA) and Energy programs; scheduling return appointments for clients who are unable to stay to complete the application process; screening clients for emergency Food and Nutrition service, completing required paperwork, and explaining rights, responsibilities, and application process to the client; entering and retrieving data in the appropriate county and state systems; maintaining records, files, and confidentiality.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Forwards more complex change-in-situation actions and eligibility information gathered and verified to Income Maintenance Caseworkers (IMC) for determination and processing.
- Verifies information through direct client contact, third party verifications (employers, attorneys, neighbors and other similar contacts), and electronic verifications.
- Responds to inquiries from clients and citizens regarding benefits, application process, and/or program eligibility; provides information and assistance; and refers to other programs or services.
- May interview the client to obtain required information, explain the program, complete the initial application, verify limited amount of qualified data, and determine applicant/client eligibility for income maintenance programs of limited variety and complexity such as Low Income Energy Assistance Program (LIEAP), Commodities Distribution Program, and the Crises Intervention Program (CIP).
- Documents electronic case record.
- Operates computer, scanner, calculator and other standard office equipment incident to maintaining records.
- Assists with compiling intake and review packets and on-line verifications.
- Participates in ongoing training as required.
- Participates in teams, task forces, committees, job fairs, off-site applications and outreach activities as assigned.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

General knowledge of the program/areas of assignment. Knowledge of and ability to read, analyze, interpret and apply federal, state, and County program rules, regulations and procedures that are limited in scope. General knowledge of agency and community programs and services. Working knowledge of standard office procedures, practices and equipment. Skill to use a variety of office machines, computers, applicable software and typing. Ability to understand and follow oral and written directions; to follow work procedures; to perform repetitive support tasks and functions within structured time frames; to perform basic mathematical reasoning and computations with accuracy; to prepare and maintain accurate records and reports; to communicate effectively orally and in writing with persons of varied social, economic, cultural and educational backgrounds; to maintain composure, keeping emotions in check; to attend work regularly; and to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

Requires graduation from high school and two years of paraprofessional or clerical public contact experience that involves negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data, and/or the performance of mathematical or legal tasks or one year of such experience in an income maintenance program. An equivalent combination of training and experience may be considered.

Administering the Class - Course work at a university, college, business or technical school may be substituted for the required work experience on a year for year basis for this class, but not for the income maintenance program work experience. No credit is given for coursework of less than ten (10) semester hours.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients; the worker is not subject to adverse environmental conditions.

Special Requirements:

Position may occasionally require working before/after normal business hours to meet the needs of families/clients.

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